

Aid Worker Emergency Contact Pack

Save this PDF offline before travel. Last built: 2026-06-07 09:08 UTC. Replace placeholder lines with your own local contacts before deployment.

Immediate danger

1. Contact local emergency services first if it is safe to do so.
2. Follow your organisation's security protocol.
3. Contact your security focal point or line manager.
4. Contact your embassy/consulate if consular help is needed.

Contact	Number / address / notes
Local police	
Local ambulance	
Local fire / civil defence	
Nearest safe hospital	
Organisation duty phone	
Security focal point	
Line manager	
Country director / senior manager	
Driver / transport focal point	
Medical / evacuation provider	
Insurance emergency line	
Nearest embassy or consulate	

Consular emergency numbers and official directories

Nationality	Emergency / directory
United Kingdom British embassies, high commissions and consulates	+44 (0)20 7008 5000 https://www.gov.uk/world/embassies
United States U.S. embassies and consulates	1-888-407-4747 from U.S./Canada; +1 202-501-4444 from overseas https://travel.state.gov/content/travel/en/contact-us/Emergencies-Abroad.html
Canada Canadian embassies, consulates and emergency assistance	+1 613 996 8885; SOS@international.gc.ca https://travel.gc.ca/assistance/emergency-assistance
Australia Australian embassies, high commissions and consulates	+61 2 6261 3305 from overseas; 1300 555 135 within Australia https://www.smartraveller.gov.au/i-need-urgent-help
New Zealand New Zealand embassies and consulates	+64 99 20 20 20 from overseas; 0800 30 10 30 within New Zealand https://www.mfat.govt.nz/en/embassies

<p>Ireland Irish embassies and consulates abroad</p>	<p>+353 1 408 2527 Consular Assistance Unit https://www.ireland.ie/en/dfa/embassies/</p>
<p>European Union EU consular protection for unrepresented EU citizens</p>	<p>Use the EU consular protection search tool and nearest EU Member State mission if unrepresented. https://consular-protection.ec.europa.eu/index_en</p>
<p>Germany German missions abroad</p>	<p>Use the relevant German mission abroad or Federal Foreign Office services. https://www.auswaertiges-amt.de/en/about-us/auslandsvertretungen</p>
<p>Netherlands Netherlands embassies, consulates and other representations</p>	<p>Use NetherlandsWorldwide or the relevant Dutch embassy/consulate in a crisis. https://www.government.nl/themes/migration-and-travel/embassies-consulates-and-other-representations</p>
<p>Switzerland Swiss representations abroad</p>	<p>+41 800 24-7-365 or +41 58 465 33 33 https://www.eda.admin.ch/en/swiss-representations-abroad</p>
<p>India Indian missions abroad</p>	<p>Use the relevant Indian mission's local emergency helpline where available. https://igod.gov.in/int/INMISS/organizations</p>

Documents and offline items to save

- Passport, visa, work permit, travel letter, ID card and vehicle/travel permits.
- Nearest embassy/consulate address, out-of-hours number and map/GPS point.
- Travel insurance, medical evacuation and emergency medical contacts.
- Local security plan, movement rules, hibernation point and evacuation plan.
- Allergy and medication list, blood type if known, emergency family contact.
- Local office, partner office, trusted driver, radio room and duty phone.
- Offline map, accommodation address in local language and key phrases.
- Secure digital backup plus printed copy in waterproof pouch if possible.

Key humanitarian resources

Resource	Use	Link
ReliefWeb Information	Humanitarian information, reports, jobs, training and crisis updates.	https://reliefweb.int/
ReliefWeb Response Coordination	Operational response pages with reports, assessments, meetings, contacts and coordination information.	https://response.reliefweb.int/
OCHA Humanitarian Action Coordination	Humanitarian needs, response plans, funding requirements and monitoring dashboards.	https://humanitarianaction.info/
Humanitarian Data Exchange Data	Humanitarian datasets for crises, countries, organisations and response planning.	https://data.humdata.org/
ACAPS Analysis	Independent humanitarian analysis, crisis overviews and analytical briefings.	https://www.acaps.org/
Aid Worker Security Database Security	Security incident data and resources for aid worker safety.	https://www.aidworkersecurity.org/
GISF Security	Global Interagency Security Forum: NGO security guidance, papers and events.	https://www.gisf.ngo/
INSO Security	Operational safety and security coordination for NGOs in selected crisis contexts.	https://ngosafety.org/
ICRC Humanitarian	Neutral, impartial and independent humanitarian action in conflict and violence.	https://www.icrc.org/en
IFRC Humanitarian	World's largest humanitarian network and Red Cross/Red Crescent support.	https://www.ifrc.org/
Sphere Standards Standards	Humanitarian standards for quality, accountability and minimum response standards.	https://spherestandards.org/
CHS Alliance Standards	Core Humanitarian Standard, quality, accountability and safeguarding resources.	https://www.chsalliance.org/get-support/
DisasterReady Training	Free online humanitarian and development training courses.	https://www.disasterready.org/
Humanitarian Leadership Academy Training	Humanitarian learning, local leadership and free sector training.	https://www.humanitarianleadershipacademy.org/

RedR UK Training	Humanitarian training, technical support and capacity strengthening.	https://www.redr.org.uk/
Humanitarian Logistics Cluster Logistics	Logistics coordination, operational information and common logistics services.	https://logcluster.org/
UN Humanitarian Air Service Logistics	WFP-managed passenger and light cargo transport for the humanitarian community.	https://www.wfp.org/unhas
Global Health Cluster Cluster	Health coordination and technical resources for humanitarian health response.	https://healthcluster.who.int/
Global WASH Cluster Cluster	Water, sanitation and hygiene coordination and response resources.	https://www.washcluster.net/
Global Shelter Cluster Cluster	Shelter coordination, guidance and operational resources.	https://sheltercluster.org/
Global Protection Cluster Cluster	Protection coordination, field support and protection resources.	https://globalprotectioncluster.org/
Food Security Cluster Cluster	Food security coordination, analysis and response resources.	https://fscluster.org/

Use official and current sources before relying on any phone number or address operationally. This pack is a preparation aid, not a replacement for your organisation's duty-of-care, security, medical or evacuation procedures.